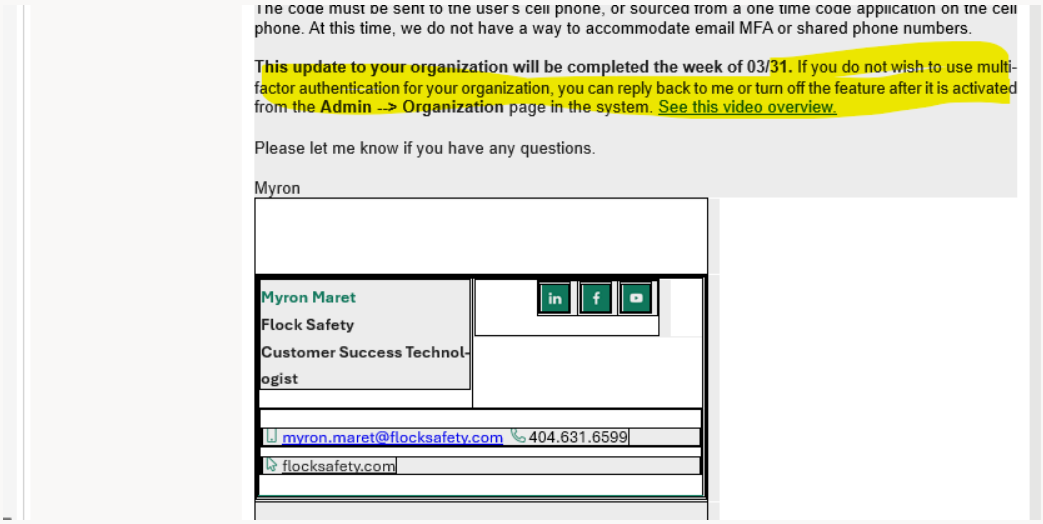
From: Michael Haberkern
To: Michael Balcorta; Daniel Cohen
Cc: Jesse Silva; Eligio Lara
Subject: RE: Flock Safety | Multi-factor Authentication for your organization
Date: Monday, March 24, 2025 5:04:35 PM
Attachments: image002.png

Mike looks right,

They can turn it off. Was probably a requirement for their cyber insurance they turn it on, but we can opt out.


The code must be sent to the user's cell phone, or sourced from a one time code application on the cell phone. At this time, we do not have a way to accommodate email MFA or shared phone numbers.
This update to your organization will be completed the week of 03/31. If you do not wish to use multi-factor authentication for your organization, you can reply back to me or turn off the feature after it is activated from the Admin --> Organization page in the system. See this video overview.
Please let me know if you have any questions.
Myron
Myron Maret
Flock Safety
Customer Success Technol-
ogist
myron.maret@flocksafety.com
404.631.6599
flocksafety.com

From: Michael Balcorta <mbalcorta@cityofsantamaria.org>
Sent: Monday, March 24, 2025 3:58 PM
To: Daniel Cohen <dcohen@cityofsantamaria.org>; Michael Haberkern <mhaberkern@cityofsantamaria.org>
Cc: Jesse Silva <jsilva@cityofsantamaria.org>; Eligio Lara <elara@cityofsantamaria.org>
Subject: RE: Flock Safety | Multi-factor Authentication for your organization

Good afternoon,

I have reached out to Flock letting them know we do not with to turn this feature on at this time, especially since they only send to personal cell phones and not e-mail.

I will keep you updated on their response.

Thank you,

Michael Balcorta, Police Business Systems Analyst
Santa Maria Police Department | 1111 W. Betteravia Rd
Office: 805-928-3781 ext 1366 | Direct: 805-361-9037

SANTA MARIA POLICE
Our Community... Your Police

From: Daniel Cohen <dcohen@cityofsantamaria.org>
Sent: Monday, March 24, 2025 3:54 PM
To: Michael Balcorta <mbalcorta@cityofsantamaria.org>; Michael Haberkern <mhaberkern@cityofsantamaria.org>
Cc: Jesse Silva <jsilva@cityofsantamaria.org>; Eligio Lara <elara@cityofsantamaria.org>
Subject: FW: Flock Safety | Multi-factor Authentication for your organization

Mikes –

Just read this. I have concerns. Not all our officers have department issued cell phones. This could be problematic. Looks like it goes into effect next week. It also looks like we can opt out. Is there a legal mandate to go to MFA?

Dan

Dan Cohen, Division Commander
Santa Maria Police Department
(805) 928-3781 X-1234

From: Myron Maret <myron.maret@flocksafety.com>
Sent: Friday, March 21, 2025 12:44 PM
To: Daniel Cohen <dcohen@cityofsantamaria.org>
Subject: Flock Safety | Multi-factor Authentication for your organization

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Hello,

My name is Myron and I work on the Customer Success Team here at Flock Safety. I wanted to let you know about a change we will be making to your Flock Safety organization.

As a part of our commitment to the safety of your data, and secure access to the Flock Safety network, we will be updating your organization to utilize multi-factor authentication (MFA). All law enforcement organizations and users will need to enable a security method that requires users to provide more than one form of verification to access their system.

Once active, your users will be prompted to set up a phone number for text message authentication or an authenticator application code the next time they log in. The user will not be able to access the system until this is completed.

The code must be sent to the user's cell phone, or sourced from a one time code application on the cell phone. At this time, we do not have a way to accommodate email MFA or shared phone numbers.

This update to your organization will be completed the week of 03/31. If you do not wish to use multi-factor authentication for your organization, you can reply back to me or turn off the feature after it is activated from the **Admin --> Organization** page in the system. See this video overview.

Please let me know if you have any questions.

Myron

Myron Maret
Flock Safety
Customer Success Technologist

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